

Project design phase for Streamlining ticket support for efficient support operation

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Team id	NM2025TMID04066
Project name	Streamlining ticket support for efficient support operation
Team members	4

Phase 1: Discovery & Current State Analysis

Objective

Understand the existing support workflow, identify bottlenecks, and define success metrics.

Key Activities

- Map end-to-end current ticket handling process (from intake to resolution).
- Analyze ticket volume, types, and response/resolution times.
- Identify repetitive issues and manual tasks.
- Conduct stakeholder interviews (support agents, supervisors, customers).
- Audit existing tools (CRM, ticketing software, chatbots, knowledge base).

Stakeholders

Support operations lead, support agents, IT/Systems team, customer success managers.

Deliverables

- Current state process map.
- List of pain points and inefficiencies.
- Baseline KPIs (Average Response Time, First Contact Resolution Rate, SLA compliance, CSAT).
- Business requirements document (BRD).

Phase 2: Solution Design & Architecture

Objective

Design the future-state support model incorporating automation, AI, and improved workflows.

Key Activities

- Define target operating model and ticket lifecycle.
- Design AI-based **auto-triage and routing** workflows.
- Define rules for **priority, category, and escalation handling**.

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- Map integration points with existing tools (CRM, email, chat, etc.).
- Identify **knowledge management** needs (knowledge base, templates, AI suggestions).
- Draft training plan for agents on new processes and tools.

Stakeholders

Business analyst, process designer, IT architect, automation/AI engineers, support leadership.

Deliverables

- Future-state process map.
 - Technical architecture diagram.
 - Workflow automation blueprints.
 - Knowledge base structure.
 - Training and change management plan.
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Phase 3: Development & Configuration

Objective

Build, configure, and integrate the designed solutions into the support system.

Key Activities

- Configure ticketing system automations (auto-routing, tagging, SLAs).
- Integrate AI/NLP tools for ticket categorization and response suggestions.
- Set up a **centralized knowledge base** and link it with the support interface.
- Develop self-service portal or chatbot for common issues.
- Configure dashboards and analytics for live tracking.
- Conduct system testing (UAT, integration testing).

Stakeholders

Developers, system admins, QA testers, project manager, AI/ML engineers.

Deliverables

- Configured and integrated ticketing platform.
 - Working AI-assisted triage and response system.
 - Knowledge base portal.
 - UAT sign-off documentation.
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Phase 4: Pilot Implementation

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Objective

Validate the new process and system with a limited user group to ensure stability and usability.

Key Activities

- Run pilot with one support team or region.
- Collect agent and customer feedback.
- Measure impact on response times, resolution rates, and CSAT.
- Fine-tune automations and workflows.
- Identify training or UX improvements.

Stakeholders

Pilot team leads, agents, support manager, analytics team.

Deliverables

- Pilot performance report.
 - Adjusted workflows and automation rules.
 - Go-live readiness assessment.
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Phase 5: Full Rollout & Change Management

Objective

Deploy the optimized system across all teams and ensure smooth adoption.

Key Activities

- Roll out solution organization-wide.
- Deliver training sessions and playbooks.
- Provide onboarding support and FAQs for agents.
- Monitor KPIs post-launch (response time, resolution rate, agent productivity).
- Manage feedback loop for continuous improvement.

Stakeholders

Support leadership, HR/training team, IT operations, communications team.

Deliverables

- Organization-wide deployment completed.
- Training completion report.
- Updated process documentation.

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- Post-rollout KPI dashboard.